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March 14, 2018

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Safety Recall 17S44 – Supplement #2
 Certain 2018 Model Year Escape Vehicles
 Side Curtain Airbag Replacement

New! REASON FOR THIS SUPPLEMENT

- *Side curtain airbags removed from vehicles must be returned to the supplier (Autoliv). The packaging from the new replacement part must be used for returns. Refer to the Parts Retention and Return section for further details.*
- *The Technical Information has been updated to demonstrate new side curtain airbag removal from the packaging to prevent damage.*

AFFECTED VEHICLES

| Vehicle | Model Year | Assembly Plant | Build Dates |
|---------|------------|----------------|--|
| Escape | 2018 | Louisville | November 13, 2017 through January 12, 2018 |

Affected vehicles are identified in OASIS and FSA VIN Lists.

Approximately 1,000 VINs were added to this safety recall on February 7, 2018.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the top hat diffuser on the side curtain airbag inflator may detach from the inflator during deployment. A detached top hat diffuser may cause the side curtain airbag to tear and not fully inflate. There is also potential for the diffuser to become a projectile in the passenger compartment. A top hat diffuser that detaches during airbag deployment may increase the risk of injury in a crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to replace the affected side curtain airbag. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters for the original population were mailed the week of January 29, 2018. Owner letters for the additional vehicles mailed the week of February 12, 2018. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

New! ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: VIN Lookup Tool
Owner Notification Letter

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

A handwritten signature in black ink, appearing to read "D. Johnson", written over a light gray, textured background.

David J. Johnson

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Safety Recall 17S44 – Supplement #2
Certain 2018 Model Year Escape Vehicles
Side Curtain Airbag Replacement

OASIS ACTIVATION

OASIS was activated on December 19, 2017, and updated February 7, 2018 for the added population.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on December 19, 2017. Owner names and addresses will be available by February 16, 2018.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual – Section 6 – Ford/Lincoln Program Policies – Field Service Actions (FSA) – Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required for these vehicles:
 - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

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OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using One Warranty Solution (OWS).
 - When entering claims in DMS software, select claim type 31: Field Service Action. The FSA number (17S44) is the sub code.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
 - Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.

IMPORTANT: Click the radio button on the Related Damage Indicator.

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Side Air Curtain Replacement

LABOR ALLOWANCES

| Description | Labor Operation | Labor Time |
|-----------------------------------|-----------------|------------|
| Replace one side curtain airbag | 17S44B | 2.2 Hours |
| Replace both side curtain airbags | 17S44C | 2.4 Hours |

PARTS REQUIREMENTS / ORDERING INFORMATION

| Part Number | Description | Order Quantity | Claim Quantity |
|-----------------|----------------------------------|----------------|----------------|
| EJ5Z-74042D94-B | Side curtain airbag – Right side | 1 | 1 |
| EJ5Z-74042D95-C | Side curtain airbag – Left side | 1 | 1 |

The DOR/COR number for this recall is 51113.

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

DEALER PRICE

For latest prices, refer to DOES II.

New! PARTS RETENTION AND RETURN

Side curtain airbags removed from vehicles must be returned to the supplier (Autoliv). Parts returned must be shipped in the new replacement side curtain airbag packaging. See Attachment III for details. Contact Autoliv at 800-822-1543 to arrange parts return shipping.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

CERTAIN 2018 MODEL YEAR ESCAPE VEHICLES — SIDE CURTAIN AIRBAG REPLACEMENT

OVERVIEW

In some of the affected vehicles, the top hat diffuser on the side curtain airbag inflator may detach from the inflator during deployment. A detached top hat diffuser may cause the side curtain airbag to tear and not fully inflate. There is also potential for the diffuser to become a projectile in the passenger compartment. A top hat diffuser that detaches during airbag deployment may increase the risk of injury in a crash.

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to replace the affected side curtain airbag. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NEW SERVICE PROCEDURE

Recommended Tool List:

| |
|---------------------------------------|
| 1/4" Drive Ratchet (Hand and Power) |
| 1/4" Drive 7mm and 8mm Shallow Socket |
| 1/4" Drive T20 and T25 Torx® Bits |
| 1/4" Drive 4 in (10 cm) Extension |
| 1/4" Drive Torque Wrench |
| 3/8" Drive Ratchet (Hand and Power) |
| 3/8" Drive 13mm Deep Socket |
| 3/8" Drive 10 in (25 cm) Extension |
| 3/8" Drive Torque Wrench |
| Trim Tool 6 in (15 cm) |
| Pick Tool 6 in (15 cm) |
| Pocket Screwdriver |

1. Refer to the VIN look up tool in this bulletin to determine which side curtain airbag(s) require replacement.
2. Replace the side curtain airbag(s) identified in the VIN look up tool that require replacement. Please follow the Workshop Manual (WSM) procedure in Section 501-20B.

NOTE: *DO NOT* damage or discard the packaging that the new replacement side curtain airbag was received in. The old side curtain airbag(s) must be packaged in the original box for return shipping. Please see Page 2 for additional Packaging Information.



NEW PACKAGING INFORMATION

1. Remove the new replacement airbag from the box. See Figure 1.
 - a. Open the package in the upright position (text on side of box is properly oriented) and carefully remove and unfold the cardboard insert contained in the box
 - b. If necessary, fold the sides of the cardboard insert upward to loosen the plastic that secures the airbag.
 - c. Carefully remove the airbag from the cardboard insert.

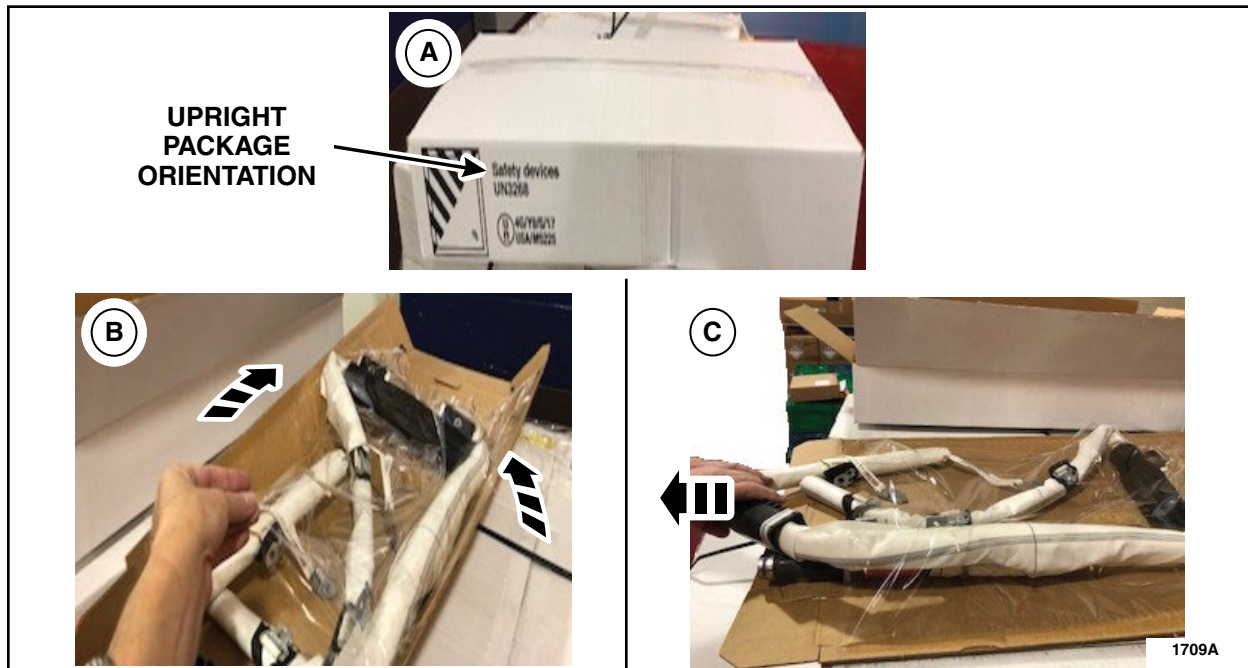


FIGURE 1

2. Reverse the removal to package the old airbag(s). See Figure 1.

